

# Guide to logging in to MySHG



To login to MySHG, please follow the steps below.

1

Go to: <https://myshg.stockporthomes.org> and then enter your email address and the password you created when you registered.

The screenshot shows the MySHG login page. At the top right, there is a language dropdown menu set to 'English'. The MySHG logo is in the top left. The main heading is 'Already have a MySHG account?'. Below it, a text prompt asks for email and password. A help note provides a phone number for registration issues. There are two input fields for 'Email address' and 'Password'. A 'Remember me' checkbox is at the bottom left. On the right, there are two promotional boxes: one for downloading the MySHG app from Google Play and the App Store, and another titled 'Don't have a MySHG account?' listing benefits like reporting repairs, viewing statements, and managing personal information. A circular icon with a person and a house is at the bottom right of the right-hand column.

2 To make it easier to login next time you can tick the 'Remember me' field.

**Note:** Only tick 'Remember me' if you are logging in on your own device and not a public one, for example, in a library or in Cornerstone.

If you are having trouble registering, please call [0161 217 6016](tel:01612176016) and select option 4 to speak to an advisor who will be happy to help

**Email address**

**Password**

Remember me

**Login to MySHG**

[Forgotten your password?](#)

[Forgotten your email?](#)

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**Something wrong? Let us know**

**Contact us**

GET IT ON **Google Play** Download on the **App Store**

**Don't have a MySHG account?**

With an account you'll be able to:

- ✓ Report repairs and manage appointments
- ✓ View and download your account statements
- ✓ View and edit your personal information
- ✓ View documents related to your tenancy and property
- ✓ Keep up to date with the latest news and events
- ✓ Please note: Not all customers will have access to all the above.

**Create a MySHG account**

**Need to make a payment?**

If you don't have an account, but would

### 3 Click 'Login to MySHG'.

If you are having trouble registering, please call 0161 217 6016 and select option 4 to speak to an advisor who will be happy to help

Email address

Password

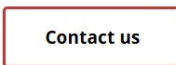
Remember me



[Forgotten your password?](#)

[Forgotten your email?](#)

Something wrong? Let us know



#### Don't have a MySHG account?

With an account you'll be able to:

- ✓ Report repairs and manage appointments
- ✓ View and download your account statements
- ✓ View and edit your personal information
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- ✓ Please note: Not all customers will have access to all the above.

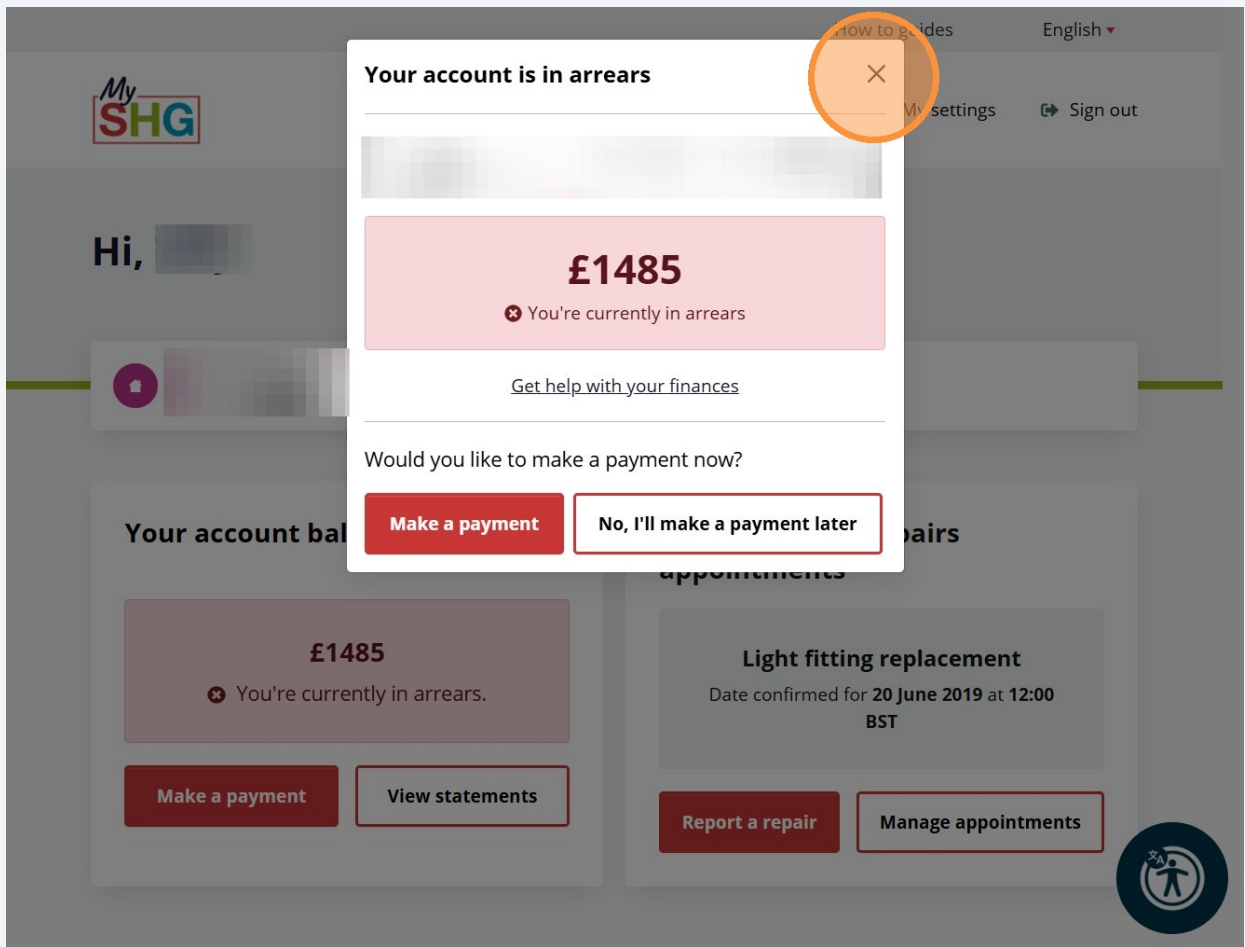
[Create a MySHG account](#)

#### Need to make a payment?

If you don't have an account, but would



4 You have now logged into MySHG.



5 If you can't remember your password, click on the 'Forgotten your password?' link.

**Password**

Remember me

**Login to MySHG**

[Forgotten your password?](#)

[Forgotten your email?](#)

**Something wrong? Let us know**

**Contact us**

- Report repairs and manage appointments
- View and download your account statements
- View and edit your personal information
- View documents related to your tenancy and property
- Keep up to date with the latest news and events
- Please note: Not all customers will have access to all the above.

**Create a MySHG account**

**Need to make a payment?**

If you don't have an account, but would

6 Then enter your email address and click on the 'Get new password' button.

**Forgotten your password?**

Don't worry, enter your email address and we will send you a link to your email address with details on how to reset your password.

**Email address**

Password reset instructions will be sent to your registered email address.

**Get new password**

**Need to make a payment?**

If you don't have an account, but would like to make a payment, use the link provided below. Please note: You will need your tenancy reference number to make a payment.

**Make a payment**

7

If you can't remember the email address you used to register for MySHG, click on the 'Forgotten your email?' link.

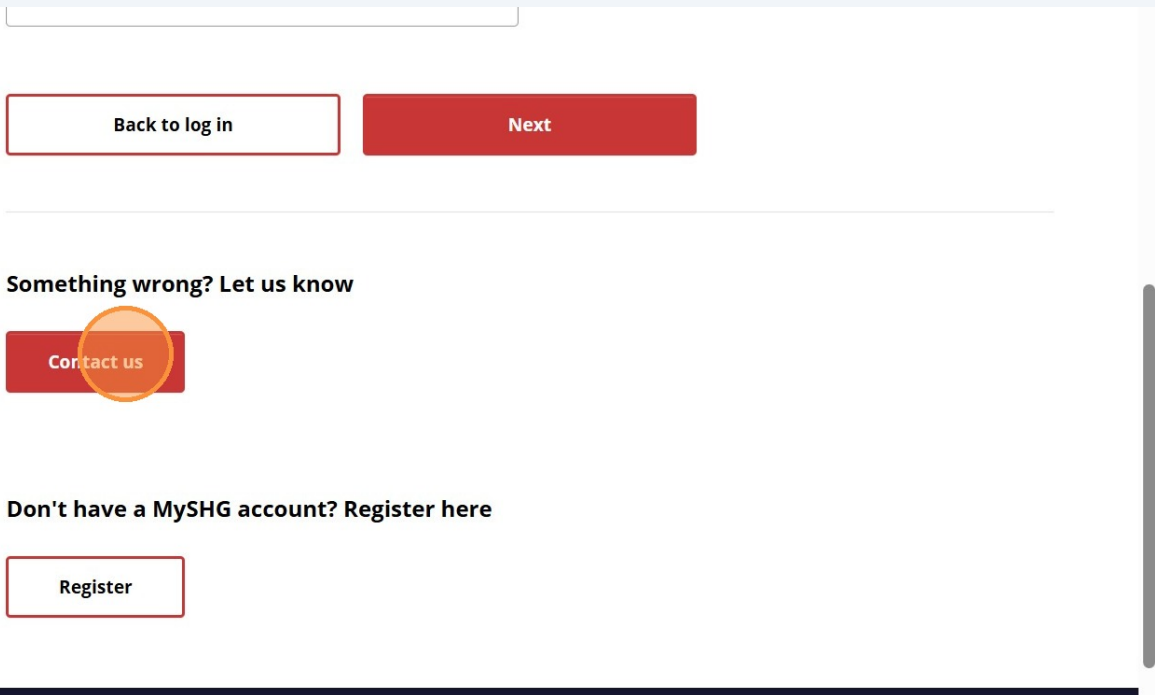
The screenshot shows the MySHG login interface. On the left, there is a 'Password' field with a masked password and an eye icon. Below it is a 'Remember me' checkbox. A red 'Login to MySHG' button is present. Two links are visible: 'Forgotten your password?' and 'Forgotten your email?', with the latter circled in orange. At the bottom left, there is a 'Something wrong? Let us know' section with a 'Contact us' button. On the right, a list of account features is shown with green checkmarks: 'Report repairs and manage appointments', 'View and download your account statements', 'View and edit your personal information', 'View documents related to your tenancy and property', and 'Keep up to date with the latest news and events'. A note states: 'Please note: Not all customers will have access to all the above.' Below this list is a 'Create a MySHG account' button. At the bottom right, there is a 'Need to make a payment?' section with a sub-link 'If you don't have an account, but would' and a circular icon of a person with a shopping bag.

8

Then enter your first name, surname, date of birth and activation code, and click 'next'.

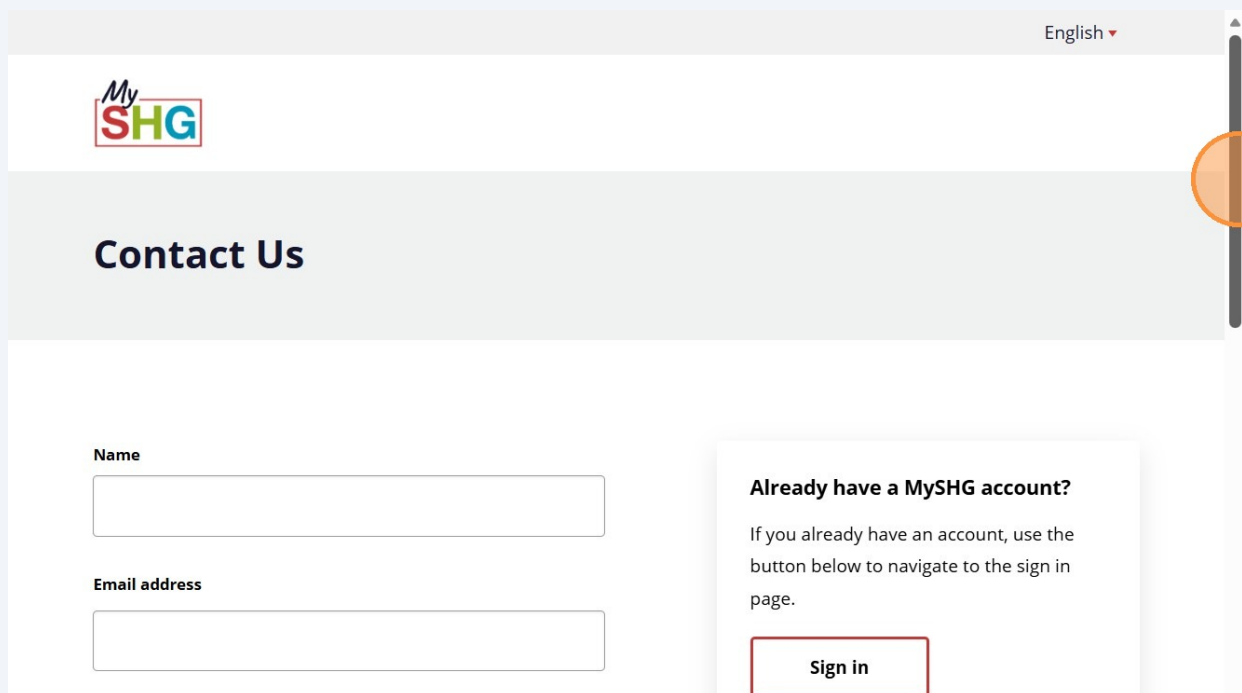
The screenshot shows the 'Forgotten your email?' page on the MySHG website. The language is set to 'English'. The MySHG logo is in the top left. The main heading is 'Forgotten your email?' followed by the text: 'No worries fill in your details below and we will help find your registered email address.' There are three input fields: 'First name:', 'Surname:', and 'Date of birth:'. The 'next' button is highlighted with an orange circle.

9 If you missing some of the details needed, click on the 'Contact us' button.



A screenshot of a web page showing a login form. At the top, there is a text input field. Below it are two buttons: "Back to log in" (white with a red border) and "Next" (solid red). Further down, the text "Something wrong? Let us know" is displayed above a red "Contact us" button, which is highlighted with a red circle. Below this, the text "Don't have a MySHG account? Register here" is shown above a white "Register" button with a red border.

10 Then enter your details on the contact us form. A member of the team will then be in touch to help you get access to MySHG.



A screenshot of the MySHG "Contact Us" page. At the top right, there is a language dropdown menu set to "English". The MySHG logo is on the left. The page title "Contact Us" is centered. Below the title are two input fields: "Name" and "Email address". To the right of these fields is a white box with the heading "Already have a MySHG account?" and the text "If you already have an account, use the button below to navigate to the sign in page." Below this text is a white "Sign in" button with a red border.



If you have any issues logging in to MySHG, please email [myshg@stockporthomes.org](mailto:myshg@stockporthomes.org)